Paul Bates
President
Bates Computer Solutions Inc.

Professional Experience

1980 to present: **President, Bates Computer Solutions**

  Operates a successful business providing information technology solutions to a variety of clientele.

1978 to 1980: **Operations Manager, Best Available Seating Service (BASS)**

  Responsible for the development and continuous availability of Canada's first computerized ticket administration and selling system.

1971 to 1978: **Independent Computer Consultant**

  Worked on a variety of computer system development and maintenance projects.

1966 to 1971: **Co-op Student Employee**

  Through the Co-op plan at the University of Waterloo, worked as a mainframe computer operator and programmer.

Education

Microsoft Certified Systems Engineer (Windows NT 4.0), 2000
Eastman Software System Engineer, 2000
Microsoft Certified Systems Engineer (Windows NT 3.51 and SQL Server), 1997
IBM PC Server Specialist, 1995
Novell Gold Authorization, 1989
Honours Bachelor of Mathematics, University of Waterloo, 1971

Chronological Summary of Selected Projects

2005-   Developing Web and Mobile applications for various clients built on the ASP.NET platform using Visual Studio (Visual Basic and JavaScript with Ajax) and Microsoft SQL Server. Projects include activating the Peel Music Festival website for Teacher and Competitor secure access and online entry, building a managed Web app for the health care industry, creating an adjunct site to Headwaters Health Care Foundation hosting a photo database of the Friendship Gardens, and developing online portfolios for several visual artists.

2004-2005   Implementation of an extensive infrastructure for Ed Mirvish Enterprises providing support for Mirvish Productions and TicketKing. This project revolved around the installation of a Windows-based ticketing system and involved the design and installation of a Windows-based network supporting online purchasing, in-house and remote call centres, remote outlets and Box Office, and back office. The system was comprised of fifteen plus servers supporting database, applications, and network management and communications as well as appliances for network monitoring and security and disaster recovery. Communications was supported by five T1 lines for Internet access and wide-area networking and the project also involved an extensive redesign of the internal network.

2000-2004   Installation and management of a Windows 2000 network for Prostate Research Foundation providing secure, dedicated, and shared Internet access.

1998-2003   Installation and management of an Imaging and Workflow system for Citibank Canada using eiStream (formerly Eastman Software). This system was comprised of several servers supporting database, data storage, archive, and fax and involved building custom components for handling document capture and retrieval and monitoring system activity between Toronto, London, and Burlington. Document sources included paper, fax, and Internet.

1998-2000   Installation and customization of enterprise Imaging and Workflow applications using Eastman Software with MS Visual Basic and SQL Server for Ministry of Labour, Strategic Value Corporation, and Laurentian Bank.

1997   Development of a client database and legal letter writing system for a law firm specializing in collections using MS Office (Access and Word).

1996   Installation support for Hot Knots Racing in Orillia on a Windows NT network.

1995-1999   Installation of multiple Windows NT servers for Ian Martin Limited in Oakville to support a local area network, provide gateway access to the Internet for e-mail and Web browsing, and wide-area networking (WAN) for all satellite offices.

1995-1997   Development of a client database for a travel-booking firm using MS Visual Basic.

1995-1996   Installation and administration of a Windows NT-based network for John Harrison Associates that allows staff analysts to work remotely.

1994-   Installation and support for Terra Nova Insurance (now Markel). Set up the Toronto domain of a global Windows NT network. With its head office in London, England, Terra Nova has offices in Bermuda, Belgium and Toronto.

1991-1998   Installation and administration of a Windows NT-based network for Maple Leaf Gardens (200 plus users). The network was enhanced to provide dedicated Internet access and WAN connectivity.

1990-1992   Installation of a Novell network and customized database system (dBASE) for group sales at the Ontario Jockey Club. This system tracked race dates and issued group tickets for Woodbine, Greenwood and Mohawk racetracks.

1989-1997   Installation and administration of a Novell network at Design Exchange and development of a facilities booking system using MS Access.

1987-1992   Installation and support of a packaged accounting system for O'Keefe Centre (now Hummingbird Centre) to track and consolidate accounting data for individual shows.

1986-1988   Development of a drug dispensing system for a pharmacy to handle over-the-counter and nursing home orders (developed in DIBOL on DEC PDP-11 under RSTS/E).

1985-1990   Development of a sales contract tracking system for Long & McQuade Musical Instruments.

1983-1996   Development and installation of ZENUS, a database marketing system, used at Cullen Country Barns, Wild Water Kingdom, Royal Ontario Museum, Ontario Arts Council, Maple Leaf Gardens, Casa Loma, Hockley Valley Resort, and other organizations, with customized versions of ZENUS for group sales processing at O'Keefe Centre and SkyDome. ZENUS was used to support group sales ticket campaigns for Ice Capades, Toronto Symphony, Royal Alexandra Theatre, Player's International Tennis Tournament, Aida at SkyDome, and other entertainment attractions including various dinner theatres.

1980	Established Bates Computer Solutions Inc. to assist small- and medium-sized businesses with their technology needs.
1978-1980	Conversion of the O'Keefe Centre box office to the BASS entertainment ticketing system, installation of BASS retail outlets in The Bay and Dominion stores, organization of a phone room for the sale of tickets to *Man of La Mancha* ($2,000,000 in sales).
1977	Implementation of a tax roll and accounting system for Ministry of Revenue using IMS.
1976	Lead Programmer for a telephone call routing simulation system for Bell Canada (CDC Fortran).
1975	Project Leader on an IMS database project for Consumer and Commercial Relations.
1972-1974	Development of a database system for Great Canadian Oil Sands to hold a three-space definition of the mine site and provide facilities for searching this definition along any equation.
1970-1971	Development of a billing system for a major oil company, inventory control system for a retail drug chain, large-scale scheduling system for an Ontario government ministry.
1965-1970	Development of a billing and inventory control system, system utilities for IBM/360, and BOS to DOS operating system conversion for Oshawa Group.